

Notice of References Cited		Application/Control No.	Applicant(s)/Patent Under Reexamination	
		09/930,616	BENJAMIN ET AL.	
Examiner		Art Unit	Yemane M. Gerezgiher	
		2144	Page 1 of 1	

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
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FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Tanir et al. "Call center simulation in Bell Canada", Proceedings of the 31st conference on Winter simulation: Simulation---a bridge to the future - Volume 2, 1999, pps: 1640 – 1647.
	V	Bapat et al. "Using simulation in call centers", Proceedings of the 30th conference on Winter simulation, 1998
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.